



Ernie Fletcher
Governor

LaJuana S. Wilcher, Secretary
Environmental and Public
Protection Cabinet

Christopher L. Lilly
Commissioner
Department of Public Protection

Commonwealth of Kentucky
Public Service Commission
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June 19, 2006

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FCC - MAILROOM

Mark David Goss
Chairman

Teresa J. Hill
Vice Chairman

Gregory Coker
Commissioner

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington DC 20554
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2005
through May 31, 2006
CG DOCKET NO. 03-123
DA 06-1175

Dear Ms. Dortch and Ms. Gregory,

The Kentucky Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Kentucky to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Kentucky. The State of Kentucky's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim

No. of Copies rec'd 0 + 3
List ABCDE

- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breech
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down
- CapTel Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Marlene H. Dortch
Pam Gregory
Federal Communications Commission
June 19, 2006
Page 3 of 3

Please feel free to contact myself at 502-564-3940 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in black ink that reads "Jim Stevens, CPA". The signature is written in a cursive style with a large, stylized "J" and "S".

Jim Stevens, CPA
Branch Manager
Telecommunications
Kentucky Public Service Commission

Enclosure

Kentucky Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

Service Complaints--CA Gave Wrong Information

***Inquire Date 01/11/2006
Record ID 9131
Call Taken By Supervisor
CA Number 1363
Responded By Tauna Seas
Response Date 01/11/2006
Resolution Date 01/11/2006***

Customer was concerned that the CA relayed incorrect information from directory assistance.

Supervisor apologized and offered to dial directory assistance. The directory assistance operator noted that there was no listing for the specified party. Customer was satisfied.

Service Complaints-- Fraudulent/Harassment Call

***Inquire Date 07/19/2005
Record ID 8892
Call Taken By Supervisor
CA Number
Responded By Derek
Response Date 07/19/2005
Resolution Date 07/20/2005***

Customer requested a copy of relay records.

Supervisor explained that conversation records are not retained. Supervisor further explained that if a court order was attained, call records would be released to the Court.

Service Complaints-- Fraudulent/Harassment Call

***Inquire Date 08/11/2005
Record ID 8920
Call Taken By Lead CA
CA Number
Responded By Karen
Response Date 08/11/2005
Resolution Date 08/11/2005***

Customer has been receiving prank calls through the relay and wanted to block relay calls.

Lead CA explained that ADA and FCC rules for functional equivalency do not allow the relay to block calls. Lead CA suggested that the customer contact their local telephone company. Customer understood.

Service Complaints-- Fraudulent/Harassment Call

***Inquire Date 09/12/2005
Record ID 8964
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 09/12/2005
Resolution Date 09/12/2005***

Customer has been receiving harassing phone calls and wanted the relay number blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order then we could release call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/18/2006
Record ID 9290
Call Taken By
CA Number
Responded By Babs Williams
Response Date 04/27/2006
Resolution Date 04/27/2006***

Customer had received a fraudulent phone call.

Customer Service suggested that the customer contact their local telephone company or law enforcement as that is our recommendation under these circumstances. Customer Service further explained that if the customer obtains a court order then we could release call information to the Court. Customer understood.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 03/14/2006
Record ID 9353
Call Taken By Customer Service Manager
CA Number
Responded By Customer Service Manager
Response Date 03/14/2006
Resolution Date 03/14/2006***

Customer stated they were charged for placing a call to the relay.

Customer Service determined that the customer was in fact charged for a re-originating call which should have been processed as a "no-bill." Customer was reimbursed and satisfied.

***Service Complaints--CA Hung Up on
Caller***

***Inquire Date 08/19/2005
Record ID 8937
Call Taken By Supervisor
CA Number 1391F
Responded By Derek
Response Date 08/19/2005
Resolution Date 08/19/2005***

Customer stated that the CA hung up.

Customer Service apologized and stated that the CA would be counseled. The technical department investigated and discovered that the original caller hung up first. CA was counseled and customer was satisfied.

***Service Complaints--CA Hung Up on
Caller***

***Inquire Date 08/19/2005
Record ID 8938
Call Taken By Lead CA
CA Number 1292F
Responded By Chantell
Response Date 08/19/2005
Resolution Date 08/19/2005***

Customer stated that the CA hung up.

Customer Service apologized and stated that the CA would be counseled. The technical department investigated and discovered that the original caller hung up first. CA was counseled and customer was satisfied.

Service Complaints--CA Hung Up on Caller

***Inquire Date 04/10/2006
Record ID 9272
Call Taken By Lead CA
CA Number 1197
Responded By Cory
Response Date 04/10/2006
Resolution Date 04/10/2006***

Customer stated that the CA hung up. Customer did not want a return call and declined to give call information.

Lead CA apologized to customer and proceeded to process remaining calls for the customer. The technical department investigated the disconnect. It was determined that the CA hung up due to no response from the calling party.

Service Complaints--CA Hung Up on Caller

***Inquire Date 04/10/2006
Record ID 9273
Call Taken By Lead CA
CA Number 1117
Responded By
Response Date
Resolution Date***

Customer stated that the CA hung up. Customer did not want to give additional information and did not want to be contacted.

Lead CA apologized for the inconvenience and placed the remaining calls for the customer. The technical department investigated and discovered that the CA pulled their headset out while the customer was still connected with no one on the terminating side. CA was counseled.

Service Complaints--Miscellaneous

***Inquire Date 05/13/2006
Record ID 9322
Call Taken By Supervisor
CA Number 1121
Responded By Karen Griffin
Response Date 05/13/2006
Resolution Date***

Customer stated that the CA did not respond in a timely manner.

Supervisor apologized and stated that the CA would be counseled. Customer's call was completed with a different CA. CA was counseled and customer was satisfied.

Technical Complaints-Miscellaneous

***Inquire Date 06/29/2005
Record ID 8873
Call Taken By Lead CA
CA Number 1193F
Responded By Chantell
Response Date 06/29/2005
Resolution Date 07/01/2005***

9-1-1 operator informed the CA that the incorrect dispatch center had been contacted in regards to the VCO user's location.

The 9-1-1 operator could not understand the VCO user because the VCO user was having trouble breathing and was unable to speak clearly. The VCO user disconnected. The 9-1-1 operator informed the CA that the VCO user was not routed through their dispatch center and gave the correct number to the relay. Dispatch was able to determine the VCO's address from their caller I.D. and an ambulance was dispatched to the VCO user's home. Customer Service forwarded the information to the technical department to review the routing numbers. The technical department reported that the number for the 9-1-1 dispatch had been corrected.

Technical Complaints—Miscellaneous

Customer stated that the CA did not respond after giving the number to dial.

Inquire Date 01/23/2006
Record ID 9150
Call Taken By
CA Number 1332F
Responded By Amy
Response Date 01/26/2006
Resolution Date 01/26/2006

Customer Service forwarded the information to the technical department. The technical department investigated and discovered that there were technical difficulties with the call. The technical problem was resolved immediately. Customer understood.

CapTel Complaints

Disconnect/Reconnect during calls

Inquire Date 07/01/2005
Record ID CT 711
Call Taken By KM
CA Number
Responded By KM
Response Date 07/06/2005
Resolution Date 07/06/2005

Explained possible causes and solutions of disconnect/reconnect. Initially customer confirmed eliminating chaining of CapTel and Caller ID, but then realized it happened again thus is contacting the telephone company.

CapTel Complaints

Dialing Issue - Phone line does not require 1 when dialing 800 number

Inquire Date 09/19/2005
Record ID CT 1363
Call Taken By DF
CA Number
Responded By DF
Response Date 09/19/2005
Resolution Date 09/19/2005

Tech Support modified the customer's call in number removing the "1" for their specific circumstance. Remedy provided.

CapTel Complaints

Dialing Issue - Phone line does not require 1 when dialing 800 number

Inquire Date 09/26/2005
Record ID CT 1414
Call Taken By MMo
CA Number
Responded By MMo
Response Date 09/26/2005
Resolution Date 09/26/2005

Technical Support made an adjustment to meet customer's specific needs. Problem resolved; Customer able to make outbound captioned call after this adjustment.

CapTel Complaints

Accuracy of captions

Inquire Date 09/29/2005
Record ID CT 1479
Call Taken By DF
CA Number
Responded By DF
Response Date 09/29/2005
Resolution Date 09/29/2005

Customer shared feedback regarding accuracy of captions. CSR thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date, time, CA #, and explain experience for any future calls where captions seem to be inaccurate.

CapTel Complaints

Unable to make captioned calls

Inquire Date 01/17/2006
Record ID CT 2310
Call Taken By JK
CA Number
Responded By JK
Response Date 01/17/2006
Resolution Date 01/17/2006

Advised customer to check the phone line to be sure lines are connected. Several test calls were made and phone is now working.

CapTel Complaints

Billing – General

Inquire Date 01/23/2006
Record ID CT 2365
Call Taken By KM
CA Number
Responded By KM
Response Date 01/24/2006
Resolution Date 01/24/2006

Caller to CapTel user was assigned long distance carrier of choice and could then make successful long distance call to CapTel user.

CapTel Complaints

Inability for CapTel unit to reach data toll free number

Inquire Date 01/24/2006
Record ID CT 2382
Call Taken By DF
CA Number
Responded By DF
Response Date 01/24/2006
Resolution Date 01/24/2006

One of the telephone networks was blocking some traffic in error so that customer was unable to reach the Captioning Service successfully. Managers of the telephone network were made aware of customer difficulties for corrective action.

CapTel Complaints

Voice user unable to connect to CapTel Service Number

Inquire Date 02/06/2006
Record ID CT 2644
Call Taken By PH
CA Number
Responded By PH
Response Date 02/06/2006
Resolution Date 02/06/2006

After some test calls it was determined the problem was the result of network congestion which cleared up while test calls were being conducted.

CapTel Complaints

Echo Sounds - CapTel user hears

Inquire Date 02/14/2006
Record ID CT 2716
Call Taken By MMo
CA Number
Responded By MMo
Response Date 02/14/2006
Resolution Date 02/14/2006

Provided customer with suggestions for minimizing echo feedback on CapTel phone. This resolved problem.

CapTel Complaints**Billing – General**

Inquire Date 02/20/2006
Record ID CT 2688
Call Taken By RW
CA Number
Responded By RW
Response Date 02/20/2006
Resolution Date 02/20/2006

Assigned long distance carrier of choice for this voice-in user.

CapTel Complaints**Technical – General**

Inquire Date 02/28/2006
Record ID CT 2980
Call Taken By KM
CA Number
Responded By KM
Response Date 02/28/2006
Resolution Date 02/28/2006

Technical problem identified. Resolution believed to be the solution in progress.

CapTel Complaints**Disconnect/Reconnect during calls**

Inquire Date 03/10/2006
Record ID CT 3211
Call Taken By MMo
CA Number
Responded By MMo
Response Date 03/10/2006
Resolution Date 03/10/2006

Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

CapTel Complaints**Disconnect/Reconnect during calls**

Inquire Date 04/11/2006
Record ID CT 5219
Call Taken By MMo
CA Number
Responded By MMo
Response Date
Resolution Date 04/17/2006

Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

CapTel Complaints**Disconnect/Reconnect during calls**

Inquire Date 04/14/2006
Record ID CT 5220
Call Taken By MMo
CA Number
Responded By MMo
Response Date
Resolution Date 04/17/2006

Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

DOCKET NO.

03-123

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